
RURAL WATER MANAGEMENT SERVICES, LLC
STATUS REPORT FOR THE CITY OF CAVE SPRINGS
July 7, 2016

June Statistics

Number of Water Customers: 1,332

Number of Sewer Customers: 509

Number of Min Monthly Sewer: 74

Water Sold (gallons): 8,133,842

Water Used by City (gallons): 65,321

June Report

1. Found and resolved the following issues after performing a system audit:
 - a. Customer with irrigation system and meter was not being charged for the service. Added service in system. Provided information to front office on how to identify and correct.
 - b. One meter linked to two locations. Removed the meter from the incorrect location. Provided information to front office on how to identify and correct.
 - c. Two customers showing active and paying for the same service address (One is a resident the other was a builder). Finalized the builder's account and refunded their payments. Provided information to front office on how to identify and correct.
 - d. Three meters had their serial numbers and electronic numbers swapped in the system. Swapped the numbers so that the correct number was in the correct field. Provided information to front office on how to identify and correct.
 - e. Eight, recently added meters did not have GPS coordinates entered. Added the coordinates and provided steps to water operator on how to find these meters.
 - f. Customer with an irrigation service did not show a meter tied to the service. Corrected this and provided details to water operator and front office on how to find and correct this type of issue.

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- g. Eight active customers with no meters tied to their water account. Provided list to front office with instructions on how to find these types of customers and requested they review and correct these accounts.
 - h. One customer showed a winter irrigation rate and should have been the normal irrigation rate. Notified front office and provided instructions on how to find this and requested they correct the rate.
- 2. Worked with front office to address two customers with large leaks. One customer was not able to provide a valid receipt showing proof of repair, the other customer was able to provide a valid proof of repair and their account was adjusted to the city's cost of water.
- 3. Payment Types:
 - a. 360 payments were received through the lockbox.
 - b. 465 customers utilize auto-draft
 - c. 119 customers paid by credit card
 - d. The remaining customers either utilized the drop box or paid at the window
- 4. Provided detailed instructions to Water Operator and front office on how to manage back flow devices in the new billing system. Including how to enter the check valve information, generate inspection letters to customers, and how to enter and monitor when inspections have been completed or are due.
- 5. Provided Mayor and City Manager with update on OEM data delivery device for I&I monitoring
- 6. Worked with Master Meter Systems to provide a quote for updating hand-held wands to drive by system.
- 7. Worked with ARKUPS to provide digitized maps for the City's water system and to provide a quote to the City for providing locate service.